State of New Hampshire
Department of Health and Human Services

MINUTES
Rate Structure Work Group Meeting
Friday, May 6, 2022 / 10:00AM – 12:00PM
Held via: Zoom Webinar

Attendance: Sandy Feroz BDS Facilitator; Jenn Doig BDS Facilitator; Christy Roy BDS Facilitator; Alecia Ortiz A&M; Drew Smith A&M; Cynthia Mahar ED Community Crossroads; Ellen McCahon ED CSNI; Erin Hall SD Brain Injury Association; Jacquelyn George Myers & Stauffer; Kara Nickulas ED of Community Programs Crotched Mountain; Kim Shottes ED Plus Company; Krista Stephani Myers & Stauffer; Larry Linden Easter Seals; Lesley Beerends Myers & Stauffer; Martin McNamara Optumas; Matthew Cordaro One Sky; Shelley Kelleher CFO Lakes Region Community Services; Sudip Adhikari Gateways

Please reference the corresponding slide presentation for the detailed agenda, including topics and themes covered in the meeting and corresponding takeaways and applicable action items.

Topic	Key Takeaways & Action Items

Goals for Meeting	**Overview**
	• Prior to the Work Group meeting, Myers and Stauffer (MSLC) sent a draft cost report to members.
	• Members were asked to review materials prior to the Work Group meeting on 5/6 and to come with questions and feedback.
	
	Work Group Feedback
	• Some members of the Work Group expressed frustration over the timing between having the cost report available to them for review, and this meeting.
	  o Some members felt as if not enough time was provided for review before being asked to contribute feedback. They asked for a delay of the 5/6 meeting.
	  o Others agreed with this sentiment, but asked for additional meetings to review content with MSLC.
	  o The Department agreed to this request, and sent a Doodle poll out after the meeting to determine additional meeting times throughout the month of May.

Discuss Service Specific	**Overview** • MSLC reviewed sections of the cost report pertaining to productivity Day Habilitation (Day Hab), Community Support Services (CSS), and Supported Employment (SEP).

Worksheets in Cost Report	• MSLC began with these areas of the cost report due to their complexity. Other areas of the cost report like the "questions" section will be reviewed at a later date.
	• MSLC explained the intent of the productivity Day Hab, CSS and SEP tabs.
	    o The tasks within the productivity tab were explained as those activities a direct service professional (DSP) completes as part of their responsibilities, but are otherwise not part of direct service provisioning.
	    o The Day Hab, CSS, and SEP tabs are specifically designed to account for the provisioning of these services in New Hampshire.
	    o For both tabs, MSLC had previously worked with the Department to ensure they were accounting for specificity and service design as operationalized in the State.
	
	Work Group Feedback- Productivity
	
	• Work Group members asked for clarity and additional definitions to be able to identify and appropriately allocate time to the tasks in the productivity tab.
	    o MSLC indicated the icons located within the worksheets do include some definitions and instructions, but committed to reviewing these for functionality and adding information obtained from member feedback.
	• Discussion and feedback from the group indicates that Area Agencies (AAs) and private providers (vendors) may be defining billable and non-billable time differently.
	    o MSLC provided additional clarity that what they are looking for on the productivity tab is really non-direct time a DSP spends as part of service provisioning.
	        ▪ In response, a member suggested changing the verbiage used on the productivity tab to better reflect terminology used by AAs. This member also suggested categorizing some information at a higher level so providers are only reporting on a couple tasks rather than 20-30. Additional feedback related to terminology was provided throughout the discussion.
	        ▪ Another member suggested they would need to have other staff from their agency review and validate the information and tasks within the productivity tab.
	• An example of some of the specific examples provided by members was that of no-shows. The member asked how a provider would allocate time spent during their day on a client no-show.
	    o MSLC responded that there is a line on the productivity tab for "cancelled time" which was meant to capture information related to this scenario, but the terminology can change, if there is a better way to express this that will be more easily identifiable to providers.
	• Members indicated there may be activities not currently identified that are specific to a service, like service coordination/case

management. Members also indicated that much of what was reviewed was built on a 40 hour work week, but that not all providers work that amount of hours per week.
  o MSLC responded that they would review productivity to determine how best to organize information, and that feedback on activities and tasks was needed. They also indicated that they would add questions to the cost report to identify an average number of hours per week a DSP works.

Work Group Feedback- Day Hab

- The Work Group began discussing how the participant-directed managed services (PDMS) model would be captured throughout the cost report.
  o MSLC indicated PDMS is still heavily under discussion with the Department and feedback and suggestions from Work Group members is needed to be able to capture PDMS information correctly.
  o Members also discussed their ability to separate out costs related to PDMS and "regular" Day Hab. Feedback indicates providers' ability to do this is varied and may be limited in certain scenarios.
- As a result of COVID-19 flexibilities granted through New Hampshire's Appendix K, Day Hab providers were still able to receive payment, even if a home care provider was receiving payment for provisioning services in a home. The question was posed how to capture these costs on the cost report.
  o MSLC indicated that if the service being provided is Day Hab, the provider should mark this cost under the Day Hab tab of the cost report. However, MSLC may need to further understand these flexibilities to better determine who expenses are being paid to, as this may impact an answer.
- Overtime payments and legacy budgets were also discussed. These are items the Work Group may need to discuss further to understand if questions being asked are sufficient, or if additional questions may need to be added.

Work Group Feedback- CSS

- A Work Group member discussed terminology with MSLC. The member said that CSS happens in the community and that there is not necessarily a supervisor "onsite."
  o MSLC said this feedback will be reviewed internally to develop more appropriate phrasing.

Work Group Feedback- SEP

- Position descriptions for those providing SEP were discussed.
- SEP will need to be reviewed in more detail at a following meeting.

Next Steps	• The Department will send a Doodle poll out to the group to determine additional meeting times. • MSLC asked that the group review the cost report sent for the 5/6 meeting, a new version will be sent for their review the week of 5/9. MSCL also reminded members to send feedback as they have it to the established MSLC email address and that members are free to reach out at any point with questions or comments.